



## Hightown Housing Association

### JOB DESCRIPTION

Job title:	Learning and Development Assistant
Responsible to:	Learning and Development Advisor
Responsible for:	No line management responsibility

### Job summary

Provide administrative support for the Learning & Development (L&D) function.

### Key accountabilities

- First line of response to any L&D queries and concerns, escalating any issues where necessary to the L&D Advisors or L&D Manager
- Maintain and amend office systems to support the L&D function in effective management of organisational learning
- Process all invoices, including create and deliver purchase orders and report on expenditure
- Maintain the Hightown Learning Hub (learning management system) and ensure that it is synchronised with Business Manager
- Book any identified and authorised L&D programmes – including booking trainers, rooms, updating L&D Calendar, creating events in Learning Hub booking lunches etc.
- Book external training courses and conferences when required
- Create, manage and maintain all bookings, attendance and cancellations on the Hightown Learning Hub
- Work with the L&D Advisors and L&D Manager to ensure that statutory training requirements are met
- Ensure training rooms are set up appropriately for all training courses including attendee sheets, any handouts required etc.
- Liaise with external trainers to confirm any equipment etc. needed for training courses and ensure that it is available

- Ensure that the L&D team have an adequate supply of refreshments for all L&D activities and that catering is ordered
- Maintain all L&D records on the Learning Management System and any supporting spreadsheets and databases
- Maintain database of existing training suppliers and course outlines
- Identify and make necessary amendments to the Learning Management System to support the effective management of organisational learning
- Liaise with Learning Management System provider to resolve any issues arising
- Monitor completion of both the Knowledge and Skills elements of the Care Certificate
- Produce accurate monthly reports on all L&D activities including attendance, compliance and cancellations
- Track training attended by Board Members and book any training requested
- Use a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, to produce correspondence and documents

### **Generic**

- Promote the Association's vision, values.
- Support the Association's Health and Safety at Work Policy and taking all reasonable care for health and safety of yourself and others at work.
- Support the Association's Equality and Diversity Policy and ensure that all work practices are in with this commitment.
- Carry out any other duties consistent with the business of the Association and hours of work as may be reasonably required of you.
- Participate in the review of this job description to ensure that it relates to the job being performed

**PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge and skills</b>		
Computer literate – including ability to layout forms and tables and format documents	√	
Good verbal and written Communication	√	
Accurate numerical skills	√	
Good customer focussed telephone manner, able to deal with queries and complaints	√	
<b>Experience</b>		
Previous Office experience	√	
Previous experience working in a Learning and Development team		√
Ability to keep accurate records	√	
Previous experience of Word	√	
Previous experience of Excel	√	
<b>Personal Qualities</b>		
Commitment to Equal Opportunities	√	
Able to work well as part of a team	√	
Listens to others and shares info	√	
Able to learn and open to change	√	
Well organised	√	
Flexible approach to work	√	
Respect of confidentiality	√	

Candidates are reminded that the shortlisting process is based on the evidence provided on the application form of the skills demonstrated above.